



## JOB DESCRIPTION

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| <b>Job Title:</b>  | Insurance Manager                            |
| <b>Department / Unit:</b>  | Finance                                      |
| <b>Job type</b>  | Professional Services - Permanent, part time |
| <b>Grade:</b>  | RHUL 7                                       |
| <b>Accountable to:</b>   | Deputy Director of Finance - Operations      |
| <b>Accountable for:</b>  | n/a  |
| <b>Purpose of the Post</b>   |  |
| <p>To manage and control the University's insurance portfolio to ensure a robust, professional insurance service is provided and that appropriate cover is in place. This includes liaising with insurance providers, brokers and others to manage the renewal process, arrange appropriate cover, manage claims, and provide sound advice to colleagues. The post holder is also responsible for advising on the overall insurance strategy and its role in risk management. The post holder will also manage health and safety arrangements for the Finance Department, and some financial administration responsibilities.</p>  |  |
| <b>Key Tasks</b>   |  |
| <p><b>Insurance</b></p> <ul style="list-style-type: none"> <li>• Manage the delivery of a highly effective insurance service to the University including (but not limited to) Public and Employers Liability, Property, Personal Accident and Travel, Motor, Professional Indemnity, Terrorism, Fine Art, and Directors and Officers Liability.</li> <li>• Oversee the expenditure of £1.3m per annum, and a total level of indemnity of over £1bn, including cover of £700m for replacement of the physical estate. Ensure that contracts for insurance are properly procured and provide value for money.</li> <li>• Develop and maintain an effective framework for managing the University's insurance risks and promote, support, and coordinate its implementation. Identify new areas of risk as these arise, and lead on the resolution of identified risks, liaising with insurers and internal stakeholders as required.</li> <li>• Proactively engage with stakeholders to inform understanding of developments which may have insurance implications and ensure that the identification and management of risk is embedded in the University's culture and practices.</li> </ul> |  |

- Be the lead for all insurance-related matters, ensuring that clear and timely advice is provided. Provide training to staff at all levels as appropriate, for example regarding the claims process or providing advice on the extent of the University's coverage, excesses, and indemnity limits.
- Manage the University's claims procedure, working closely with insurers and loss adjusters, to ensure all claims are properly investigated and quantified, and that these are processed effectively and efficiently.
- Lead on the planning, liaison, data gathering and analysis to effect the annual review and renewal of all insurance covers. Through this process, ensure that suitable insurance arrangements to protect the staff, students and physical assets of the University are maintained, and make decisions and recommendations on policy cover and levels.
- Review insurance and indemnity clauses in contracts entered into or offered by the University and assist with drafting these where necessary.
- Be the point of contact for the University's insurance brokers and underwriters, including communicating about claims, clarification of covers, and to seek advice.
- Maintain awareness of changes to legislation and best practice and recommend amendments to University processes and procedures as appropriate.
- Attend regional insurance group meetings build a network of contacts with insurance professionals at other institutions.
- Manage the administration of insurance records, including maintaining and monitoring records of student and staff travel, and the University motor fleet and drivers.

#### **Health & Safety**

- Lead on implementing the requirements of departmental health & safety audits, liaising with the health and safety team and departmental colleagues as appropriate.
- Support the CFO on ensuring effective departmental health and safety arrangements are in place, in line with University Policies and Procedures. Periodically update all colleagues on health and safety requirements and obligations. Ensure appropriate Business Continuity procedures are in place.
- Liaise with Estates, Campus Services and other service providers on Department housekeeping matters and maintenance requests.

#### **Finance and Office Administration**

- Be responsible for the timely processing of purchase orders and invoices for the Finance Department, delegating to colleagues as appropriate.
- Hold a departmental purchasing card and undertake associated administration for this.

- Perform any other administrative or housekeeping tasks as deemed appropriate to the role.

#### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

#### **Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with:

- Insurance brokers and underwriters
- External sector insurance networks
- Finance department
- Health & Safety department
- University staff – to give advice, put in place additional cover, advise on claims, etc.



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|--|---|---|-----------------------|
| Ability to explain insurance concepts and cover, and provide effective advice to those with little experience or knowledge of insurance matters.                                   | E |   | Interview             |
| Ability to liaise effectively with colleagues across the University to obtain the necessary information and explanations to support the level of insurance cover or handle claims. | E |   | Interview             |
| Ability to gather data thoroughly and accurately.  | E |   | Application           |
| Ability to work independently and use own initiative / good problem-solving skills.  | E |   | Application/interview |
| Ability to understand detailed technical information and make informed recommendations regarding insurance.  | E |   | Application/interview |
| Ability to review and provide advice on insurance and indemnity clauses in University contracts.   | E |   | Application/interview |
| Proven ability to seek value for money.  |   | D | Interview             |
| Strong IT skills.  | E |   | Application           |
| Excellent organisational skills.   | E |   | Interview             |
| <b>Experience</b>  |   |   |                       |
| Experience of a wide range of insurance functions including regular claim handling, brokering, and the renewal process.  | E |   | Application           |
| Experience of using the Agresso system or similar finance system   |   | D | Application           |